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APPLICATION NO.	FILING DATE	FIRST NAMED INVENTOR	ATTORNEY DOCKET NO.	CONFIRMATION NO.
09/387,616	08/31/1999	DAN KIKINIS	P3233D1	2803

24739 7590 12/03/2003

CENTRAL COAST PATENT AGENCY
PO BOX 187
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EXAMINER

KNOWLIN, THJUAN P

ART UNIT	PAPER NUMBER
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2642

DATE MAILED: 12/03/2003

11

Please find below and/or attached an Office communication concerning this application or proceeding.

Office Action Summary

Application No.

09/387,616

Applicant(s)

KIKINIS ET AL.

Examiner

Thjuan P Knowlin

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-- The MAILING DATE of this communication appears on the cover sheet with the correspondence address --

Period for Reply

A SHORTENED STATUTORY PERIOD FOR REPLY IS SET TO EXPIRE 3 MONTH(S) FROM THE MAILING DATE OF THIS COMMUNICATION.

- Extensions of time may be available under the provisions of 37 CFR 1.136(a). In no event, however, may a reply be timely filed after SIX (6) MONTHS from the mailing date of this communication.
- If the period for reply specified above is less than thirty (30) days, a reply within the statutory minimum of thirty (30) days will be considered timely.
- If NO period for reply is specified above, the maximum statutory period will apply and will expire SIX (6) MONTHS from the mailing date of this communication.
- Failure to reply within the set or extended period for reply will, by statute, cause the application to become ABANDONED (35 U.S.C. § 133).
- Any reply received by the Office later than three months after the mailing date of this communication, even if timely filed, may reduce any earned patent term adjustment. See 37 CFR 1.704(b).

Status

- 1) ☒ Responsive to communication(s) filed on 12 September 2003.
- 2a) ☒ This action is **FINAL**. 2b) ☐ This action is non-final.
- 3) ☐ Since this application is in condition for allowance except for formal matters, prosecution as to the merits is closed in accordance with the practice under *Ex parte Quayle*, 1935 C.D. 11, 453 O.G. 213.

Disposition of Claims

- 4) ☒ Claim(s) 1-25 is/are pending in the application.
- 4a) Of the above claim(s) _____ is/are withdrawn from consideration.
- 5) ☐ Claim(s) _____ is/are allowed.
- 6) ☒ Claim(s) 1-25 is/are rejected.
- 7) ☐ Claim(s) _____ is/are objected to.
- 8) ☐ Claim(s) _____ are subject to restriction and/or election requirement.

Application Papers

- 9) ☐ The specification is objected to by the Examiner.
- 10) ☒ The drawing(s) filed on 31 August 1999 is/are: a) ☒ accepted or b) ☐ objected to by the Examiner.
- Applicant may not request that any objection to the drawing(s) be held in abeyance. See 37 CFR 1.85(a).
- Replacement drawing sheet(s) including the correction is required if the drawing(s) is objected to. See 37 CFR 1.121(d).
- 11) ☐ The oath or declaration is objected to by the Examiner. Note the attached Office Action or form PTO-152.

Priority under 35 U.S.C. §§ 119 and 120

- 12) ☐ Acknowledgment is made of a claim for foreign priority under 35 U.S.C. § 119(a)-(d) or (f).
- a) ☐ All b) ☐ Some * c) ☐ None of:
1. ☐ Certified copies of the priority documents have been received.
 2. ☐ Certified copies of the priority documents have been received in Application No. _____.
 3. ☐ Copies of the certified copies of the priority documents have been received in this National Stage application from the International Bureau (PCT Rule 17.2(a)).
- * See the attached detailed Office action for a list of the certified copies not received.
- 13) ☐ Acknowledgment is made of a claim for domestic priority under 35 U.S.C. § 119(e) (to a provisional application) since a specific reference was included in the first sentence of the specification or in an Application Data Sheet. 37 CFR 1.78.
- a) ☐ The translation of the foreign language provisional application has been received.
- 14) ☐ Acknowledgment is made of a claim for domestic priority under 35 U.S.C. §§ 120 and/or 121 since a specific reference was included in the first sentence of the specification or in an Application Data Sheet. 37 CFR 1.78.

Attachment(s)

- | | |
|----------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------|
| 1) <input type="checkbox"/> Notice of References Cited (PTO-892) | 4) <input type="checkbox"/> Interview Summary (PTO-413) Paper No(s). _____ |
| 2) <input type="checkbox"/> Notice of Draftsperson's Patent Drawing Review (PTO-948) | 5) <input type="checkbox"/> Notice of Informal Patent Application (PTO-152) |
| 3) <input type="checkbox"/> Information Disclosure Statement(s) (PTO-1449) Paper No(s) _____ | 6) <input type="checkbox"/> Other: _____ |

DETAILED ACTION

Claim Rejections - 35 USC § 102

1. The text of those sections of Title 35, U.S. Code not included in this action can be found in a prior Office action.
2. Claims 1-25 are rejected under 35 U.S.C. 102(e) as being anticipated by Sonesh et al (US 6,046,762).
3. In regards to claims 1, 8, 15, 20, 22, and 23, Sonesh discloses a method and system for establishing a remote agent station (Fig. 1 and remote call agents 121 and Fig. 5 and remote agents 503)) from a call center (Fig. 1 and local call agents 120) and Fig. 5 and call centers 501 and 502), comprising steps of: establishing a data link between a computer platform at the remote agent station and a CTI processor connected to a telephony switch at the call center (col. 6 lines 34-37 and col. 9-10 lines 63-4); determining to switch a selected one of the incoming calls to an agent at the remote agent station; retrieving data associated with the selected incoming call from a database (database server 130) at the call center (col. 5 lines 44-50 and col. 6 lines 49-58); forwarding the data associated with the selected incoming call to the computer platform at the remote agent station via the data link; placing a call from the call center to a telephone at the remote agent station; and switching the selected incoming call to the remote agent station (col. 10 lines 5-32).
4. In regards to claims 2 and 9, Sonesh discloses a method, wherein the CTI processor at the call center and the computer platform at the remote agent station each

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have a modem connected by a telephony line to a telephony network, and the data link is established by the computer platform dialing up the CTI processor through the telephony network (col. 6-7 lines 63-7, col. 8 lines 56-67, and col. 9-10 lines 63-17).

5. In regards to claims 3, 10, 16, and 24, Sonesh discloses the method and system, wherein the telephony network is a publicly-switched telephony network (Fig. 1 and PSTN 111).

6. In regards to claims 4, 11, and 25, Sonesh discloses the method, wherein the CTI processor at the call center is adapted as an Internet server, and the data link is established by the computer platform at the remote agent station dialing up an Internet service provider and establishing an Internet connection to the CTI processor (col. 6 lines 49-58, col. 8 lines 31-39, col. 9-10 lines 63-4, and col. 10 lines 33-65).

7. In regards to claims 5, 6, 12, 13, 17, and 18, Sonesh discloses the method, wherein the data forwarded is displayed as a screen pop on a video display connected to the computer platform at the remote agent station (col. 6 lines 34-55 and col. 7 lines 24-32).

8. In regards to claims 7, 14, and 19, Sonesh discloses the method, wherein first control routines executing at the CTI processor and second control routines executing at the computer platform at the remote agent station are adapted to cooperate over the data link to provide call center services to the agent at the remote agent station (col. 6 lines 49-58 and col. 10 lines 5-32).

9. In regards to claim 21, Sonesh discloses the system, wherein the data connection is established prior to a first call being switched to the remote agent station,

and is maintained open thereafter as further calls are switched to the remote agent station (col. 10 lines 5-9).

Response to Arguments

10. Applicant's arguments filed 09/12/03 have been fully considered but they are not persuasive. Applicant states that Sonesh does not teach establishing a remote agent station from a call center comprising the specific steps of first, determining routing for the call to be the remote agent station, then retrieving data associated with said call, forwarding the said associated data to the remote station display unit before call connection to the remote station, and then placing the call from the call center to the remote station and switching the call to the remote station. Examiner respectfully disagrees with this argument. Sonesh does teach establishing a remote agent station (remote call agent 121 and remote agent 503) from a call center (local call agents 120) comprising the specific steps of first, determining routing for the call to be the remote agent station (col. 7 lines 20-27 and col. 10 lines 5-9), then retrieving data associated with said call (col. 7 lines 17-21 and col. 7 lines 61-65), forwarding the said associated data to the remote station display unit before call connection to the remote station (col. 8 lines 1-7), and then placing the call from the call center to the remote station and switching the call to the remote station (col. 8 lines 1-18 and col. 10 lines 5-32). Applicant states that data associated with the incoming call routed to the remote station is not automatically forwarded to the remote station according to the teachings of Sonesh. Examiner respectfully disagrees with this argument. Sonesh does teach

automatically forwarding to the remote station, data associated with the incoming call routed to the remote station (col. 8 lines 1-7). Therefore, information required by the remote station, is retrieved by the remote station prior to the call being forwarded to the remote station.

Conclusion

11. **THIS ACTION IS MADE FINAL.** Applicant is reminded of the extension of time policy as set forth in 37 CFR 1.136(a).

12. A shortened statutory period for reply to this final action is set to expire THREE MONTHS from the mailing date of this action. In the event a first reply is filed within TWO MONTHS of the mailing date of this final action and the advisory action is not mailed until after the end of the THREE-MONTH shortened statutory period, then the shortened statutory period will expire on the date the advisory action is mailed, and any extension fee pursuant to 37 CFR 1.136(a) will be calculated from the mailing date of the advisory action. In no event, however, will the statutory period for reply expire later than SIX MONTHS from the mailing date of this final action.


13. Any inquiry concerning this communication or earlier communications from the examiner should be directed to Thjuan P Knowlin whose telephone number is (703) 308-1727. The examiner can normally be reached on Mon-Fri 8:00-4:30pm.

14. If attempts to reach the examiner by telephone are unsuccessful, the examiner's supervisor, Ahmad Matar can be reached on (703)305-4731. The fax phone number for the organization where this application or proceeding is assigned is (703) 872-9306.

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15. Any inquiry of a general nature or relating to the status of this application or proceeding should be directed to the receptionist whose telephone number is (703) 306-0377.

Thjuan P. Knowlin
November 23, 2003


AHMAD F. MATAR
SUPERVISORY PATENT EXAMINER
TECHNOLOGY CENTER 2700